



International Business Parcels Tracked Returns User Guide

A comprehensive guide to our International Business Tracked Returns service.



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International Business Tracked Returns

What is Tracked Returns?

International Business Tracked Returns is a simple to use service which enables your customers overseas to return goods to the UK.

This service can either be used as a stand-alone service or in conjunction with our International Business Parcels services.

Tracked Returns leverages our overseas delivery partners and Royal Mail's UK network to provide a fully tracked end to end returns service.

This User Guide forms part of the operational terms referred to in the Royal Mail General Terms and Conditions, and Royal Mail Specific Terms for International Business Services

When can I use this service?

You can access this service if either:

- you are already using International Business Parcels Tracked; *or*
- you spend a minimum of £5,000 annually on International Business Services.

Service availability

This service is currently available from:

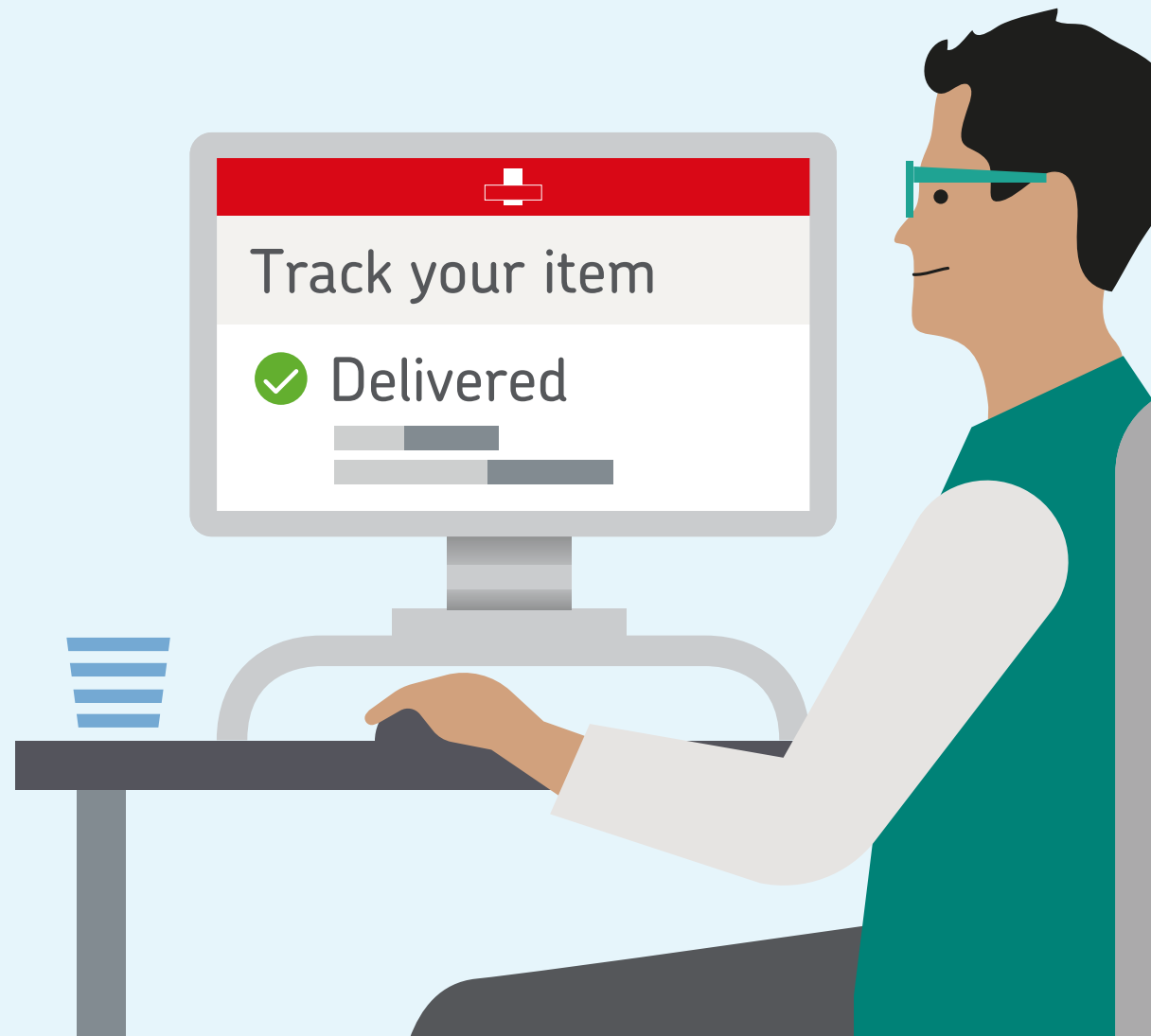
- USA.
- Europe – Belgium, France, Germany, Italy and Spain.



International Business Tracked Returns

How it works for you and your customers?

- It is a simple to set up managed returns solution.
- Easy label generation with clear instructions for your customer via our online portal.
- Visibility of returned items as soon as your customer generates a label.
- Tracked from label production to your warehouse giving you and your customer visibility and a happier returns experience as you both know the item is on its way back.
- Up to £100 compensation based on the product value for loss.
- Customs clearance by Royal Mail provided you have supplied the correct product data. You don't need to worry about import tax or duty. Please refer to page 7 for additional customs information.
- Flexibility to use outbound and return services or you can buy a standalone returns package as long as you meet the volume threshold.
- Access to a knowledgeable and dedicated Customer Experience team available between 8am and 6pm on the telephone and online.



Tracked Returns – Service specific information



International Business Tracked Returns – Service specific information

Accessing the returns service

Your customers return their goods by accessing our customer branded returns portal directly from your website to download and print the returns label which they fix onto the parcel they wish to return. Next, depending on the services available in that country, they either drop-off parcels at a local collection point or arrange to have them picked-up. Further details are provided in the country specific section of this User Guide.

In order to generate the labels, our customer branded returns portal requires certain information. While we recommend you provide this information in advance, it can be requested from your customers at the time they access the portal.

If you upload the information in advance this pre-populates the portal, making the returns process much easier for your customers.

There are two ways to do this:

- Via an API integration.
- Uploading data on specific Items (file upload).

Customise your returns portal

Before you're ready to provide your customers with a returns service, you will need to customize the returns portal by uploading your company logo and returns address. In addition you will need to detail your returns policy and process in respect of the return of items and refunds.

We will provide you with access to the returns portal and a link to the necessary technical documentation once you've instructed us that you wish to use this service.

If you use our UK Tracked Returns service then you must use the same returns address for your international items.

How does the service work?

Once you've customised the returns portal, you will generate your unique returns URL which you will need to share with your customers.

- When your customers click the link and access your returns portal, they will need to confirm their details along with what is being returned to generate the return label.
- They will then be taken through the simple steps required to produce a returns label and how to apply this to the parcel.
- Once they have completed the online process they will receive a customer branded email acknowledging the generation of the return label along with a PDF of the label. There will also be specific instructions for your customers on how to return it and track the progress of the return.

Note, you're responsible for all direct customer communication regarding use of the portal, return of Items and any refunds due (in addition to handling any enquiries on the return journey of the parcel).

International Business Tracked Returns – Service specific information

What happens once the returns parcel is handed over?

The parcels are delivered to our 'in-country' returns centre, consolidated then despatched to the UK and delivered to your return address using our Royal Mail Tracked service.

Customs

Return parcels are consolidated at our overseas returns centre and the necessary paperwork submitted electronically. Customs duties are not generally applicable to returns, however in the event any customs charges are payable, Royal Mail may pay these charges on your behalf and you will be invoiced accordingly. Standard payment terms will apply. Please refer to the country specific sections for any additional customs charges that may apply.

Note, to facilitate the smooth passage of your Items through customs we require you to provide us with your EORI number. An EORI number is assigned to importers and exporters by HMRC, and is used in the process of customs entry declarations and customs clearance for both import and export shipments travelling to or from countries outside the EU.

To find out more visit: gov.uk/eori

International Business Tracked Returns – Service specific information

Tracking your returns

All tracking events generated are available to you and your customers to view and track online at parcelsend.royalmail.com/tracking

You can view the progress of return parcels through the online tracking portal from the point that the parcel is posted/collected.

For additional information regarding local track events/notifications, please refer to the country specific section for list of the tracking events in that country.

Compensation









Compensation is payable for loss. You will be compensated for the lower of:

→ The market value of the Item (not including the market value of any message or information it carries) at the time the Item was lost (to avoid doubt this is the value that you paid for the Item, not the resale cost); or

→ £100 per Item.







Key Track Events – Europe

You and your customers will see the following track events:

-  **Return requested**
-  **Shipping label created**
-  **In transit (in posted country)**
-  **Arrived at in country facility**
-  **Prepared for Export**
-  **Being returned to UK**
-  **On its way (in the UK)**
-  **Delivered/Delivery attempted**

Key Track Events – USA

You and your customers will see the following track events:

-  **Return label generated**
-  **Receipt at the Post Office® or when collected**
-  **Arrival at our in-country returns processing facility**
-  **Parcels on their way back to the UK**
-  **Arrival in the UK**
-  **Delivered*/Delivery attempted**

International Business Tracked Returns – Service specific information

How do I make a claim?

Claims for loss must be made by completing the relevant international claim form and providing all the required evidence.

Please click on the link for more information on how to submit business claims [Business Claims Advice & Forms](#)

How are returns charged?

Billing is triggered when we receive and scan the items at our overseas return centres.

The returns process links directly to your Online Business Account (OBA) and as the Items are scanned, invoice entries are created detailing the service selected when returning Items.

Please refer to [Appendix A](#) for details of product names and product codes against which your returns will be billed.

Valuables

You must not allow any Valuables to be returned by this service. If you would like a reminder of what Valuables are, please refer to the provisions of the Royal Mail General Terms & Conditions that cover Valuables.

Prohibited and restricted items

There are certain prohibited items which you must not allow to be returned and restricted items which may have conditions attached to their sending. What is prohibited or restricted varies from country to country and can sometimes include apparently ordinary things. If you are unsure about anything, please contact your local Royal Mail Sales Centre on **08457 950 950**, visit our website at royalmail.com/countriesAtoZ or refer to the provisions of the Royal Mail General Terms & Conditions that cover prohibited materials and restricted materials.

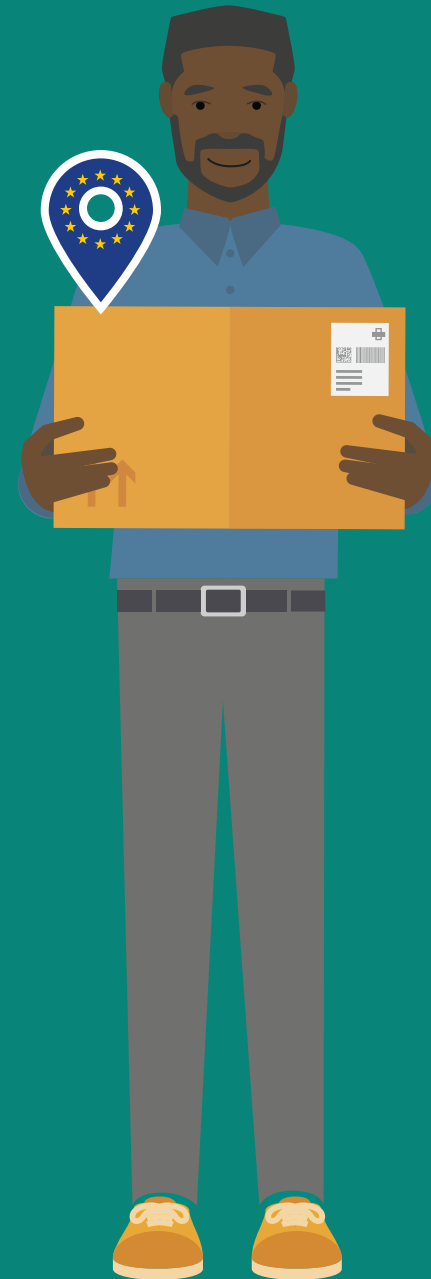
Dangerous items and substances

Dangerous items and substances must not be returned by this service. Dangerous substances include explosive fireworks, gases, flammable liquids, toxic substances, corrosive chemicals etc. Please note – aerosols cannot be carried by the postal network. Classifications of dangerous items and substances may change so please check with your local Royal Mail Sales Centre on **08457 950 950**, or visit our website at royalmail.com/prohibitions

Customer Support

To report an issue or to access technical support, please call our customer experience team on **08456 113 400** at 5p/min in addition to your network's access charge, or email internationalservice@royalmail.com

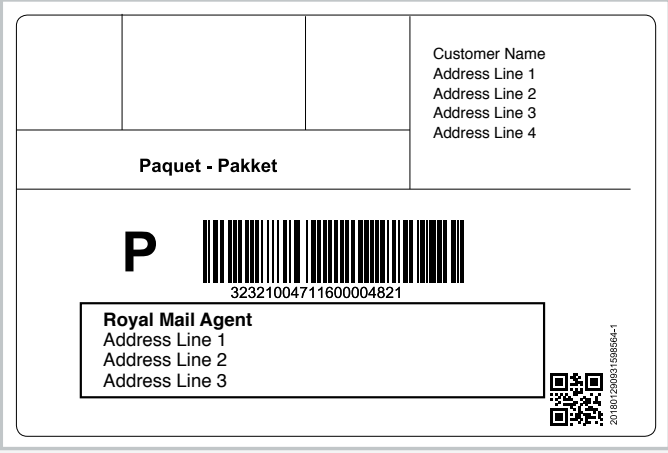
Country specific information Europe



International Business Tracked Returns – Belgium

Service Specifications

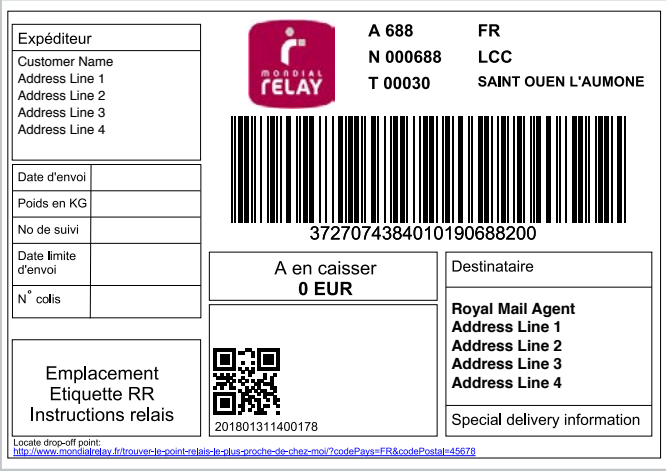
The service specifications for sending returns from Belgium are:

Category	Tracked Return Parcel	Label
Size (Max)	L+W+H = 300cm Max Length 150cm	
Weight	0-20kg	
Delivery	7 -10 working days	
Drop-Off Point	Post Office®	

International Business Tracked Returns – France

Service Specifications


The service specifications for sending returns from France are:

Category	Tracked Return Non-Postal	Label
Size (Max)	L+W+H = 150cm Max Length 120cm	
Weight	0-20kg	
Delivery	7 -10 working days	
Drop-Off Point	Retail Outlet Network	

International Business Tracked Returns – Germany

Service Specifications


The service specifications for sending returns from Germany are:

Category	Tracked Return Parcel	Label
Size (Max)	L+W+H = 360cm Max Length 120cm	
Weight	0-20kg	
Delivery	7 -10 working days	
Drop-Off Point	Post Office®	

International Business Tracked Returns – Italy

Service Specifications


The service specifications for sending returns from Italy are:

Category	Tracked Return Parcel	Label
Size (Max)	L+W+H = 150cm Max Length 100cm	
Weight	0-20kg	
Delivery	7 -10 working days	
Drop-Off Point	Post Office®	

International Business Tracked Returns – Spain

Service Specifications

The service specifications for sending returns from Spain are:

Category	Tracked Return Parcel	Label
Size (Max)	L+W+H = 200cm Max Length 100cm	
Weight	0-20kg	
Delivery	7 -10 working days	
Drop-Off Point	Post Office®	


Country specific information USA



International Business Tracked Returns – USA

Service Specifications

The service specifications for sending returns from the USA are:

Category	Specification	Label
Size (Max)	61cm x 46cm x 46cm	
Weight	0-20kg	
Delivery Standard	9 -17 days*	
Collection Supported	Yes (Home/Mailbox)**	
Post Office Drop-Off	Post Office®	
Frequency of returns back to the UK	Choose either 1, 2, 3 or 4 weeks†	

* Based on a weekly returns dispatch and assumes items are not held in customs.

** For the consumer to arrange the collection of the return they will need to register at: usps.com

† You decide frequency. For additional information on tracking events please see page 8.

Helps, tips and FAQs



Help, tips & FAQs

How do I sign-up?

Contact our sales team on **08457 950950** or contact your account manager.

How does my customer get their label?

Your customer will print out their return label from our branded self-service returns portal. If they don't have immediate access to a printer at the point they register online, they can retrieve their label later through our portal or they can choose to email it to a different address, so they can print it out at a time and place that suits them.

How are items returned?

Your returns are consolidated overseas and returned individually using our domestic Royal Mail Tracked service once items reach the UK.

Are there any options other than returning the Items?

There are currently no options for us to destroy, redistribute or hold the items

Can my returns be delivered to a PO Box address?

Yes, we can return your items to a P.O. Box address. However, if you use our UK Tracked Returns service, then you must use the same address to return international items.

Appendices



Appendix A – Product codes

Here is a summary of the destinations offered and the service codes for International Business Tracked Returns:

Country	Description	Billing Product Code	Returns Portal Service code
Belgium	TRACKED RETURN PARCEL 0–20KG	BPK	INRE
France	TRACKED RETURN NON-POSTAL	BPM	INPU
Germany	TRACKED RETURN PARCEL 0–20KG	BPK	INRE
Italy	TRACKED RETURN PARCEL 0–20KG	BPK	INRE
Spain	TRACKED RETURN PARCEL 0–20KG	BPK	INRE
United States of America	INTL BUS PRCLS TRCKD DRCT RTRNS DROP OFF	BPM	INPU

Up to date information is available at
royalmail.com/internationalbusinessparcels

Although correct at the date this booklet went to print, from time to time services may be added to, changed or withdrawn.

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